SPP 507: Annual Termite Renewal Inspection

Section: Termite Service Procedures
Subject: Annual Termite Renewal Inspection
Approved by: Tony Massey
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Policy Owner: VP Director of Quality Assurance

PURPOSE

It is our policy to provide annual reinspections to all properties under guarantee for termite protection. A comprehensive annual inspection will help reduce the risk of future termite damage to the customer’s property, create value that encourages the customer to renew their termite protection and help to provide customers with “peace-of-mind” that the home is free of termite activity.

Staffing Requirements

- General managers are required to manage staffing levels in accordance with the service center budget. Staffing goals are adjusted each trimester based on current and projected sales and revenue performance.
- Each service center will have at least one trained team member to perform these inspections regardless of the amount of available renewal revenue. This inspector may also hold other job responsibilities.
- All reinspectors must be Massey certified in termite and capable of rendering a quality inspection.

Reinspection Route Organization

Reinspections are routed using the CRM scheduling tool. Inspections are completed on the iPad and stored in the CRM database. All new termite business sold must have a GPS coordinate. all customers should be assigned geo-codes in accordance with policy SPP-302 Routing, Scheduling & Assigning

Work Using Service Pro Web Mapping.

Scheduling Reinspections

The administrative team will be responsible for scheduling every reinspection for an interior service. Reinspectionappointments should be set in an organized manner to minimize drive time and maximize service time. The administrative team will log the next day's inspections in the inspector's appointment book.

Residential Reinspections

Reinspections are scheduled according to the current published company standards, which are reviewed and updated annually as appropriate. Standards are based upon renewal rate card pricing, which means the person scheduling the reinspection needs to consider current pricing rates when assigning service times to reinspection appointments.

We will make every effort to schedule an appointment to ensure that an interior inspection is completed and the customer's signature was obtained.

- Scheduling attempts should be made in the early morning, late afternoon, and, if necessary, on Saturday.
- The date and time of all attempts to contact must be documented in the CRM customer account notes, with a minimum of three attempts being made.
- If an appointment still cannot be set before the end of the renewal month, then the reinspection should be assigned to an inspector for an attempted inspection when they are scheduled to be in that area for other work.
    1. If the customer is not home, the inspector will leave a *Reinspection Door Hanger*.
    2. The administrative team will send the customer a letter indicating that we have attempted to schedule the inside inspection and the importance of performing an interior inspection.

Skips and Cancels

All reinspections must be completed by the last day of the month they are due for renewal. In the event that renewals are uncollected at the end of the renewal month, we will allow a one-month grace period to collect the renewal before we cancel the customer for non-payment. If the renewal

has not been collected by the end of the following month and all attempts to collect the renewal and complete an inside inspection have failed, the account must be canceled to avoid future claims liabilities.

Assignment

The service manager reviews the schedule each day and adjusts the service schedule to ensure that each reinspector has a full day assigned for the following day. If reinspections are assigned to sales inspectors, the general manager is responsible for ensuring the inspector has enough scheduled appointments or activity for a full days work assignment.

Reinspection Process

A comprehensive annual inspection will help reduce the risk of future termite damage to the customer's property, provide "peace of mind" that the home is free of termite activity, and create value that encourages the customer to renew their Termite Protection Guarantee. If the renewal has not been paid at the time of the inspection appointment, always begin the inspection by informing the customer that we can collect the renewal payment at the end of the inspection.

Make A Quality Inspection (Inside, Outside, Over and Under, Attics Included).

1. A new graph must be drawn if:
    1. No graph exists
    2. only a new construction graph exists
    3. the graph does not accurately depict the structure.
    4. A premium will be paid when a new graph is drawn. The graph must be drawn according to the current graphingspecifications and the customer's signature must be on the graph.
    5. All additions, modifications, and types of construction must be verified and indicated on the graph.
2. All conducive conditions and evidence of wood-destroying organisms must be noted on the *WDO Inspection Report*.
3. Any areas of stucco or foam board on frame construction extending below grade must be documented on the WDO Inspection Report and the graph. The customer must be made aware of the severity of this condition and advised to correct it.

4. Look for spray foam insulation in attics and crawl spaces. Advise the customer on the potential for hidden moisture and termite activity behind spray foam.
5. The inspector must have a consultation with the customer to explain the details of the inspection findings, recommendations for corrective measures and to reemphasize of the importance of maintaining their protection.
6. Inspectors should also inform customers of other service needs such as pest and lawn issues. All renewal customerswho do not have current service for pest and lawn should be made aware of the availability of these services at a discounted rate.
7. The customer must sign the *WDO Inspection Report* and a new graph if it is drawn.
8. Attempt to collect the renewal at the time of the inspection if it is still due.

Downloads

Embedded media: https://milo.masseyservices.com/wp-content/uploads/2025/09/SPP-507-Annual-Termite-Renewal-Inspection-FINAL-022526.pdf

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